

Customer Connect



Welcome!

Customer Connect (www.scilearn.com) is the password-protected, web-based resource and support center for access to Fast ForWord and Reading Assistant manuals, implementation ideas, Virtual Academy and more.

Virtual Academy (www.scilearnU.com) is a library of online, self paced modules for understanding and using Scientific Learning products. It will bookmark, so participants can leave and come back to the place where they stopped.

- **Getting Started** with Fast ForWord Products is approximately 4 hours. *We strongly encourage you to complete this prior to attending classroom training.*
- **The First 6 Weeks: Getting the Most from Fast ForWord Software** is 4 hours and presented in a weekly format.

Step 1: Register for Customer Connect:

-Go to www.scientificlearning.com or www.scilearn.com

-Click **Support** (on the top of the screen)

-Scroll down to **New User**

-Complete the registration. We recommend that you use your regular school email and password.

***Organizational ID for your school:** _____.

My log-in email _____

My password _____

In **Customer Connect**, be sure to explore **Help with Fast ForWord** and **Implementation Resources**.

Steps 2: Register for Virtual Academy:

You will immediately receive a registration confirmation screen. From there:

-Click **Virtual Academy** (on the right). This will take you to www.scilearnU.com.

-Scroll down to **Need a Login and Password**

-Click **Create a New Account**

-Complete the registration for Virtual Academy. Use same email, org. id, password, etc. as Customer Connect.

-Begin with **Getting Started**.

To log in next time, go to www.scilearn.com or directly to www.scilearnU.com

Click **Support** and enter your log-in email and password.

***Contact Scientific Learning Support at
888-358-0212 or support@scilearn.com
if you have any questions.**

*Virtual Academy is a renewable subscription which is available for 12 months
after the school's software license start date.*



Fast ForWord®
Reading Assistant™